

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	2	("6,574,603").pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/28 17:24
S2	0	("6,574,603").pn. and (time with serv\$8)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/28 17:24
S3	0	("6,574,603").pn. and ((time length duration) with serv\$8)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/28 17:24
S4	1	("6,574,603").pn. and wait\$5	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/28 17:35
S5	748572	(@ad<"20010831").ad. and (((bad good) near3 service) delay\$5 happ\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/28 17:37
S6	2718	(@ad<"20010831").ad. and ((bad good) near3 service) and ( delay\$5 happ\$5 unhapp\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/28 17:38
S7	346	(@ad<"20010831").ad. and (((bad good) near3 service) and ( delay\$5 happ\$5 unhapp\$5) and (reward\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/28 17:38

## EAST Search History

S8	0	("6,574,603").pn. and (discount\$5	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 11:50
S9	861	(@ad<"20010831").ad. and ((bad good) near3 service) and ( delay\$5 happ\$5 unhapp\$5) and (discount\$5 reward\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 11:51
S10	1	(@ad<"20010831").ad. and ((bad good) near3 service) and ( delay\$5 happ\$5 unhapp\$5) and (reward\$5) and (drive\$thru)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 11:52
S11	8	(@ad<"20010831").ad. and ((bad quali\$5 good) near3 service) and (delay\$5 happ\$5 unhapp\$5) and (compensat\$6 reward\$5 discount\$5 rebat\$5 point) and (drive\$thru)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 11:58
S12	8	(@ad<"20010831").ad. and ((bad quali\$5 good) near3 service) and (delay\$5 happ\$5 unhapp\$5) and (voucher compensat\$6 reward\$5 discount\$5 rebat\$5 point) and (drive\$thru)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:04
S13	9319	(@ad<"20010831").ad. and ((bad quali\$5 good) near3 service) and (delay\$5 happ\$5 unhapp\$5) and (voucher compensat\$6 reward\$5 discount\$5 rebat\$5 point)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:06
S14	7310	(@ad<"20010831").ad. and ((bad quali\$5 good) near3 service) and (delay\$5 happ\$5 unhapp\$5) and (voucher compensat\$6 reward\$5 discount\$5 rebat\$5 point) and (track\$5 monitor\$5 assess\$6)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:06

## EAST Search History

S15	225	(@ad<"20010831").ad. and (((bad quali\$5 good) near3 service) same (delay\$5 happ\$5 unhapp\$5) same (voucher compensat\$6 reward\$5 discount\$5 rebat\$5 point)) and (track\$5 monitor\$5 assess\$6)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:07
S16	8	(@ad<"20010831").ad. and (((bad quali\$5 good) near3 service) same (delay\$5 happ\$5 unhapp\$5) same (voucher compensat\$6 reward\$5 discount\$5 rebat\$5 point)) and (track\$5 monitor\$5 assess\$6) and ((histor\$6 previous\$5) with customer)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:08
S17	2519	S11 or "L19"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:08
S18	1105	S11 or "L90"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:08
S19	0	S11 and S16	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:09
S20	16	S11 or S16	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:09
S21	6	(@ad<"20010831").ad. and (((bad quali\$5 good) near3 service) same (delay\$5 happ\$5 unhapp\$5) same (voucher compensat\$6 reward\$5 discount\$5 rebat\$5 point)) and (track\$5 monitor\$5 assess\$6) and ((histor\$6 previous\$5) with customer) and (drive\$6)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:10


















## EAST Search History




















S22	0	(@ad<"20010831").ad. and (((bad qual\$5 good) near3 service) same (delay\$5 happ\$5 unhapp\$5) same (voucher compensat\$6 reward\$5 discount\$5 rebat\$5 point)) and (track\$5 monitor\$5 assess\$6) and ((histor\$6 previous\$5) with customer) and (drive\$through drive\$thru\$6)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:12
S23	0	(@ad<"20010831").ad. and (((bad qual\$5 good) near3 service) same (delay\$5 happ\$5 unhapp\$5) same (voucher compensat\$6 reward\$5 discount\$5 rebat\$5 point incentive)) and (track\$5 monitor\$5 assess\$6) and ((histor\$6 previous\$5) with customer) and (drive\$through drive\$thru\$6)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:31
S24	9	(@ad<"20010831").ad. and (((bad qual\$5 good) near3 service) same (delay\$5 happ\$5 unhapp\$5) same (voucher compensat\$6 reward\$5 discount\$5 rebat\$5 point incentive)) and (track\$5 monitor\$5 assess\$6) and ((histor\$6 previous\$5) with customer)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:32
S25	10	(@ad<"20010831").ad. and (((bad qual\$5 good) near3 service) same (delay\$5 happ\$5 unhapp\$5) same (voucher compensat\$6 reward\$5 discount\$5 rebat\$5 point incentive)) and (track\$5 monitor\$5 assess\$6) and ((demographic histor\$6 previous\$5) with customer)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:40
S26	54218	(@ad<"20010831").ad. and (driv\$5 adj (thru through))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:41
S27	28	(@ad<"20010831").ad. and (driv\$5 adj (thru through)) and (customer adj service) and (satisf\$7)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:42
S28	8	(@ad<"20010831").ad. and (driv\$5 adj (thru through)) and (customer adj service) and (satisf\$7) and (incentive reward\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:43

## EAST Search History



















S29	7	(@ad<"20010831").ad. and (driv\$5 adj (thru through)) and (customer adj service) and (satisf\$7) and (incentive reward\$5) and level	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:45
S30	0	"6574603".pn. and (log\$6 histor\$6 demographic)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/01/17 12:53

Processing your request...  
 Processing your request...  
 Processing your request...  
 Processing your request...  
 Processing your request...  
 Processing your request...












-  'S S7 AND (PD<20010831)' - One or more prefixes are unsupported
-  'S S7 AND (PD<20010831)' - or undefined in one or more files.
-  'S S7 AND (PD<20010831)' - File 9 processing for PD= :  
PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=871119 stopped at  
PD=970724
-  'S S7 AND (PD<20010831)' - File 15 processing for PD= :  
PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=710000 stopped at  
PD=910518
-  'S S7 AND (PD<20010831)' - File 16 processing for PD= :  
PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=19900101 stopped at  
PD=19950623
-  'S S7 AND (PD<20010831)' - File 42 processing for PD= :  
PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=19740114 stopped at  
PD=19881221
-  'S S7 AND (PD<20010831)' - File 47 processing for PD= :  
PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=590100 stopped at  
PD=630420
-  'S S7 AND (PD<20010831)' - File 63 processing for PD= :  
PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=DATED stopped at  
PD=19680511
-  'S S7 AND (PD<20010831)' - File 73 processing for PD= :  
PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=19641201 stopped at  
PD=19911213
-  'S S7 AND (PD<20010831)' - File 99 processing for PD= :  
PD=20010831

	'S S7 AND (PD<20010831)'	- started at PD=DEC.1200 stopped at PD=19910204
	'S S7 AND (PD<20010831)'	- File 129 processing for PD= : PD=20010831
	'S S7 AND (PD<20010831)'	- started at PD=30126 stopped at PD=910906
	'S S7 AND (PD<20010831)'	- File 148 processing for PD= : PD=20010831
	'S S7 AND (PD<20010831)'	- started at PD=140105 stopped at PD=811216
	'S S7 AND (PD<20010831)'	- File 149 processing for PD= : PD=20010831
	'S S7 AND (PD<20010831)'	- started at PD=760100 stopped at PD=810828
	'S S7 AND (PD<20010831)'	- File 160 processing for PD= : PD=20010831
	'S S7 AND (PD<20010831)'	- started at PD=2103 stopped at PD=770314
	'S S7 AND (PD<20010831)'	- File 268 processing for PD= : PD=20010831
	'S S7 AND (PD<20010831)'	- started at PD=16T 16 stopped at PD=851113
	'S S7 AND (PD<20010831)'	- File 275 processing for PD= : PD=20010831
	'S S7 AND (PD<20010831)'	- started at PD=140103 stopped at PD=870308
	'S S7 AND (PD<20010831)'	- File 347 processing for PD= : PD=20010831
	'S S7 AND (PD<20010831)'	- started at PD=197610 stopped at PD=19830411
	'S S7 AND (PD<20010831)'	- File 348 processing for PD= : PD=20010831
	'S S7 AND (PD<20010831)'	- started at PD=56 stopped at PD=980416
	'S S7 AND (PD<20010831)'	- File 474 processing for PD= : PD=20010831
	'S S7 AND (PD<20010831)'	- started at PD=101111 stopped at PD=721009



'S S7 AND (PD<20010831)'	- File 475 processing for PD= : PD=20010831
 'S S7 AND (PD<20010831)'	- started at PD=191111 stopped at PD=790618
 'S S7 AND (PD<20010831)'	- File 476 processing for PD= : PD=20010831
 'S S7 AND (PD<20010831)'	- started at PD=19820102 stopped at PD=19881015
 'S S7 AND (PD<20010831)'	- File 570 processing for PD= : PD=20010831
 'S S7 AND (PD<20010831)'	- started at PD=19840102 stopped at PD=19910623
 'S S7 AND (PD<20010831)'	- File 583 processing for PD= : PD=20010831
 'S S7 AND (PD<20010831)'	- started at PD=100001 stopped at PD=8707289
 'S S7 AND (PD<20010831)'	- File 608 processing for PD= : PD=20010831
 'S S7 AND (PD<20010831)'	- started at PD=108 stopped at PD=950419
 'S S7 AND (PD<20010831)'	- File 621 processing for PD= : PD=20010831
 'S S7 AND (PD<20010831)'	- started at PD=00000000 stopped at PD=19910208
 'S S7 AND (PD<20010831)'	- File 624 processing for PD= : PD=20010831
 'S S7 AND (PD<20010831)'	- started at PD=104 stopped at PD=910328
 'S S7 AND (PD<20010831)'	- File 625 processing for PD= : PD=20010831
 'S S7 AND (PD<20010831)'	- started at PD=8111 stopped at PD=870828
 'S S7 AND (PD<20010831)'	- File 626 processing for PD= : PD=20010831
 'S S7 AND (PD<20010831)'	- started at PD=8111 stopped at PD=871020
 'S S7 AND (PD<20010831)'	- File 634 processing for PD= : PD=20010831



-  'S S7 AND (PD<20010831)' - started at PD=12/7/04 stopped at PD=890409
-  'S S7 AND (PD<20010831)' - File 635 processing for PD= : PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=1190 stopped at PD=900208
-  'S S7 AND (PD<20010831)' - File 636 processing for PD= : PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=19880101 stopped at PD=19940325
-  'S S7 AND (PD<20010831)' - File 637 processing for PD= : PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=160313 stopped at PD=920917
-  'S S7 AND (PD<20010831)' - File 810 processing for PD= : PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=850116 stopped at PD=911123
-  'S S7 AND (PD<20010831)' - File 813 processing for PD= : PD=20010831
-  'S S7 AND (PD<20010831)' - started at PD=100000 stopped at PD=900830

## Search History

Database Details

Set	Term Searched	Items	
S1	(INCENTIVE OR COUPON OR REWARD) AND ((WAITING OR WAIT)(W10) TIME ) AND ("DRIVE-THRU" OR "DRIVE THROUGH")	0	<a href="#">Display</a>
S2	(INCENTIVE OR COUPON OR REWARD) AND ((WAITING OR WAIT) AND TIME ) AND ("DRIVE-THRU" OR "DRIVE THROUGH")	0	<a href="#">Display</a>
S3	(INCENTIVE OR COUPON OR REWARD) AND ((WAITING OR WAIT) AND TIME ) AND (DELAY)	10448	<a href="#">Display</a>
S4	S3 AND (MONITORING OR TACKING)	1954	<a href="#">Display</a>
S5	S4 AND (ADEQUATE OR INADEQUATE)	841	<a href="#">Display</a>
S6	RD S5 (unique items)	724	<a href="#">Display</a>
S7	S6 AND (DRIVE AND (THROUGH OR THRU))	302	<a href="#">Display</a>
S8	S7 AND (PD<20010831)	80	<a href="#">Display</a>

Format

Free Number of  
Records

10

---

Show Database Details for:

2: Inspec (1898-present)

Fields

Formats

Sorts

Limits

Tags

Bluesheet

Rates

---

© 2008 Dialog, a Thomson business

**Search History****Database Details**

Set	Term Searched	Items	
S1	(INCENTIVE OR COUPON OR REWARD) AND ((WAITING OR WAIT)(W10) TIME ) AND ("DRIVE-THRU" OR "DRIVE THROUGH")	0	<a href="#">Display</a>
S2	(INCENTIVE OR COUPON OR REWARD) AND ((WAITING OR WAIT) AND TIME ) AND ("DRIVE-THRU" OR "DRIVE THROUGH")	0	<a href="#">Display</a>
S3	(INCENTIVE OR COUPON OR REWARD) AND ((WAITING OR WAIT) AND TIME ) AND (DELAY)	10448	<a href="#">Display</a>
S4	S3 AND (MONITORING OR TACKING)	1954	<a href="#">Display</a>
S5	S4 AND (ADEQUATE OR INADEQUATE)	841	<a href="#">Display</a>
S6	RD S5 (unique items)	724	<a href="#">Display</a>
S7	S6 AND (DRIVE AND (THROUGH OR THRU))	302	<a href="#">Display</a>
S8	S7 AND (PD<20010831)	80	<a href="#">Display</a>
S9	S8 AND (MOVEMENT OR SPEED)	76	<a href="#">Display</a>

Format

Long Number of  
Records10 

Show Database Details for:

2: Inspec (1898-present) [Bluesheet](#)[Rates](#)[Fields](#)[Formats](#)[Sorts](#)[Limits](#)[Tags](#)

© 2008 Dialog, a Thomson business

### Dialog Response

File 2:INSPEC 1898-2008/Dec W4  
(c) 2008 Institution of Electrical Engineers

File 5:Biosis Previews(R) 1926-2008/Jan W2  
(c) 2008 The Thomson Corporation

File 6:NTIS 1964-2008/Jan W4  
(c) 2008 NTIS, Intl Cpyrght All Rights Res

File 7:Social SciSearch(R) 1972-2008/Jan W2  
(c) 2008 The Thomson Corp

File 8:Ei Compendex(R) 1884-2008/Jan W2  
(c) 2008 Elsevier Eng. Info. Inc.

File 9:Business & Industry(R) Jul/1994-2008/Jan 18  
(c) 2008 The Gale Group

File 15:ABI/Inform(R) 1971-2008/Jan 19  
(c) 2008 ProQuest Info&Learning

File 16:Gale Group PROMT(R) 1990-2008/Jan 11  
(c) 2008 The Gale Group

File 20:Dialog Global Reporter 1997-2008/Jan 21  
(c) 2008 Dialog

File 34:SciSearch(R) Cited Ref Sci 1990-2008/Jan W2  
(c) 2008 The Thomson Corp

File 35:Dissertation Abs Online 1861-2007/Oct  
(c) 2007 ProQuest Info&Learning

File 42:Pharmaceuticl News Idx 1974-2008/Jan W1  
(c)2008 ProQuest Info&Learning

File 47:Gale Group Magazine DB(TM) 1959-2008/Jan 14  
(c) 2008 The Gale group

File 63:Transport Res(TRIS) 1970-2007/Nov  
(c) fmt only 2007 Dialog

File 65:Inside Conferences 1993-2008/Jan 18  
(c) 2008 BLDSC all rts. reserv.

File 73:EMBASE 1974-2008/Jan 21  
(c) 2008 Elsevier B.V.

File 74:Int.Pharm.Abs 1970-2007/Dec B1  
(c) 2007 The Thomson Corporation

File 99:Wilson Appl. Sci & Tech Abs 1983-2007/Nov  
(c) 2007 The HW Wilson Co.

File 129:PHIND(Archival) 1980-2008/Jan W2  
(c) 2008 Informa UK Ltd

File 130:PHIND(Daily & Current) 2008/Jan 14  
(c) 2008 Informa UK Ltd

File 139:EconLit 1969-2008/Jan  
(c) 2008 American Economic Association

File 148:Gale Group Trade & Industry DB 1976-2008/Jan 07  
(c)2008 The Gale Group

File 149:TGG Health&Wellness DB(SM) 1976-2008/Dec W5  
(c) 2008 The Gale Group

File 155:MEDLINE(R) 1950-2008/Jan 18  
(c) format only 2008 Dialog

File 160:Gale Group PROMT(R) 1972-1989  
(c) 1999 The Gale Group

File 169:Insurance Periodicals 1984-1999/Nov 15  
(c) 1999 NELS Publishing Co.

File 256:TecInfoSource 82-2008/Oct  
(c) 2008 Info.Sources Inc

File 267:Finance & Banking Newsletters 2008/Jan 14  
(c) 2008 Dialog

File 268:Banking Info Source 1981-2008/Jan W2  
(c) 2008 ProQuest Info&Learning

File 275:Gale Group Computer DB(TM) 1983-2008/Jan 17  
(c) 2008 The Gale Group  
File 347:JAPIO Dec 1976-2007/Sep(Updated 080116)  
(c) 2008 JPO & JAPIO  
File 348:EUROPEAN PATENTS 1978-2007/ 200802  
(c) 2008 European Patent Office  
File 349:PCT FULLTEXT 1979-2008/UB=20080117UT=20080110  
(c) 2008 WIPO/Thomson  
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec  
(c) 2006 The Thomson Corp  
File 444:New England Journal of Med. 1985-2008/Nov W4  
(c) 2008 Mass. Med. Soc.  
File 455:Drug News & Perspectives 1992-2005/Aug  
(c) 2005 Prous Science  
File 474:New York Times Abs 1969-2008/Jan 19  
(c) 2008 The New York Times  
File 475:Wall Street Journal Abs 1973-2008/Jan 21  
(c) 2008 The New York Times  
File 476:Financial Times Fulltext 1982-2008/Jan 20  
(c) 2008 Financial Times Ltd  
File 570:Gale Group MARS(R) 1984-2008/Jan 18  
(c) 2008 The Gale Group  
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13  
(c) 2002 The Gale Group  
File 608:KR/T Bus.News. 1992-2008/Jan 21  
(c)2008 Knight Ridder/Tribune Bus News  
File 610:Business Wire 1999-2008/Jan 21  
(c) 2008 Business Wire.  
File 613:PR Newswire 1999-2008/Jan 21  
(c) 2008 PR Newswire Association Inc  
File 621:Gale Group New Prod.Annou.(R) 1985-2008/Jan 07  
(c) 2008 The Gale Group  
File 624:McGraw-Hill Publications 1985-2008/Jan 18  
(c) 2008 McGraw-Hill Co. Inc  
File 625:American Banker Publications 1981-2008/Jan 22  
(c) 2008 American Banker  
File 626:Bond Buyer Full Text 1981-2008/Jan 22  
(c) 2008 Bond Buyer  
File 634:San Jose Mercury Jun 1985-2008/Jan 18  
(c) 2008 San Jose Mercury News  
File 635:Business Dateline(R) 1985-2008/Jan 19  
(c) 2008 ProQuest Info&Learning  
File 636:Gale Group Newsletter DB(TM) 1987-2008/Jan 21  
(c) 2008 The Gale Group  
File 637:Journal of Commerce 1986-2008/Feb 18  
(c) 2008 Commonwealth Bus. Media  
File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire  
File 813:PR Newswire 1987-1999/Apr 30  
(c) 1999 PR Newswire Association Inc

---

© 2008 Dialog, a Thomson business